



Serial No.: 09/203,965 2642  
Filed: December 2, 1998  
Group Art Unit: 612

RECEIVED

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NOV 18 2003

Technology Center 2600

Date: Nov. 12, 2003

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an Amendment in the above-identified application. The following checked items are applicable:

[ ] A Petition for Extension of Time for month(s) is hereby made, under §1.136(a); a check in the amount of \$ is enclosed per §1.17.

[ ] \_\_\_\_\_ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35, 457

[ ] Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$84.00 =	
Total 16	- 20	=	x \$18.00 =	
[ ] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	
SUBTOTAL ADDITIONAL CLAIM FEE				
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				

[X] No additional claim fee.

[ ] The claim fee has been calculated above; check number in the amount of \$0 is enclosed.

[X] In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

[X] The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on Nov. 12, 2003

SUBMIT IN TRIPPLICATE

Attorney of Record: Paul J. Kroon, Jr.  
Registration No. 51,902



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT  
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16/0

In re application : Gene W. Lee  
Serial No. : 09/203,965 Technology Center 2600 SMC  
Filed : December 2, 1998  
For : System and Method for Managing a Hold  
Queue Based on Customer Information  
Retrieved from a Customer Database  
11/25/03  
Attorney's Docket : DAVOX-159XX  
Examiner : William J. Deane Jr.  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on Nov. 13, 2003.

By Paul J. Kroon, Jr.  
Paul J. Kroon, Jr.  
Registration No. 51,902  
Attorney for Applicant

**SUPPLEMENTAL AMENDMENT IN VIEW OF THE NOTICE OF  
NON-COMPLIANT AMENDMENT UNDER 37 CFR § 1.121**

Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the Notice of Non-Compliant Amendment dated November 7, 2003, please amend the Amendment filed on October 30, 2003, in the above-identified patent application as follows: